

Blog 30.07.2023

About: staff changes, new walk-in clinics, same day appointments, cancellations, xrays

Lots of changes at the surgery but we are now settled and fully staffed , which with the medical staff drain to Australia has been hard to achieve with staff of the quality we want. Eseta and Jamie are on reception, Paulette our long time nurse here Monday, Tuesday and Wednesday, Rachael works Wednesday Thursday and Friday as a Nurse and prescriber, Claire assists the nurses [Wednesday off] and our amazing Practice Manager Meriana always manages to fill gaps due to illness, absences and study leave. Dr Dominic Smith has settled in working all week looking after most of Dr Mick's old patients very well, and Dr Ranche Johnson covers for me on Fridays when I catch up on all the weeks paperwork and administration.

We have a new addition to the team, Gina Pikaahu who is a very senior nurse and is also working as a PHO manager who, like Rachael, is working through her Masterate in Nursing to qualify as an independent Nurse Practitioner. She starts with us tomorrow working Mondays only. She will have her own clinics which will be walk-in: that is, on a Monday morning patients can just walk in from 9am without an appointment and be seen by Gina 9am -1 and 2-5pm. Like with Rachael I will be working closely with them as both are keen to learn more. It is a lot cheaper to see the nurse than me or Dr Dominic but we are still there available for help, questions, and advice. We are hoping that walk-in clinics with our nurse practitioners, will mean faster and more convenient access for our patients, especially those issues that arise over the weekend and need fast attention, like earaches, bronchitis, strep throats, cystitis and injuries.

If this walk-in clinic is well used we are going to extend it to other days with Rachael running them. Our staff do not think it is good enough to be told that an appointment is not available for 2-3 days let alone weeks ahead as I hear about other surgeries who do not organise their appointments to the way we do. We still keep 'same day' appointments in our doctors' appointment schedule that can only be filled that day from 7.45am when the phones are open so If you want to see one of us preferably that day ring early. We do have cancellations and it is worth trying later in the day if something arises then [or you sleep in , good to do when sick].

Cancellations need to be made more than 2 hours before appointments or will be charged. We do understand traffic issues though and as I said in the last blog please let us know if you are stuck in traffic as soon as possible and we will try to sort a solution that suits us both.

Middlemore radiology is overloaded at the moment due to staff shortages and winter illnesses and have just arranged a system whereby GP's can order no-charge x-rays at the local A and E if it is urgent [that is needed within two weeks] until the end of September. If you think this applies to you, please talk with our nurses about this.

And a big thank you to our patients who have brought in lemons. At least the citrus trees love all the rain and have an abundant crop this year. Staff are

enjoying them and we are sharing them with sick patients who haven't got a tree too.

Ma te wa, Jacqueline and all the team at Tiakina Te Ora.